

B.2 Performance Work Statement

1) SCHEDULE OF SUPPLIES:

a) Fire Alarm System Maintenance Services

- i) Contracted fire alarm services shall perform all inspections, testing, repairs and preventive maintenance of the facility fire alarm necessary to keep the Cheyenne VAMC fire alarm system in compliance with the most current edition of NFPA National Fire Alarm Code.
- ii) Contracted services shall include Emergency Callback Services for normal and off-hours repair of the fire alarm system and/ or components.
- iii) Testing frequency shall include but is not limited to quarterly, semi-annual and annual inspections of fire alarm system including all buildings on the Cheyenne VAMC campus as required by the most current edition of NFPA National Fire Alarm Code.
- iv) Contracted fire alarm services shall provide 24/7 monitoring of the Cheyenne VAMC fire alarm system and contact appropriate emergency responders as required.
- v) Parts costing \$100 or less will be covered in the basic service line item with no additional charge to the VA. Parts \$100.01 and higher will be priced separately in the respective line item. These parts will be approved by the COR and a fair and reasonable price determination made prior to purchase/install. Parts over \$100.01 maybe competed with other providers to receive a fair and reasonable price.

b) Schedule of Equipment:

- i) Fire alarm system for the facility is a **Siemens MXL** fire alarm system with a Honeywell Silent Knight master fire alarm panel. **Contractor must be certified to service/program Siemens MXL fire alarm systems.**
- ii) The fire alarm system shall include but is not limited to: all equipment and components for dry pipe sprinkler monitoring devices, wet pipe sprinkler monitoring devices, all fire alarm system detectors, pull stations, annunciator panels, main fire alarm panel, fire alarm wiring and circuitry. See appendix A for current points list.
- iii) The fire alarm services contractor shall provide all tools and supplies necessary to properly perform inspections and tests in accordance with the most current edition of NFPA National Fire Alarm Code.

2) GENERAL INFORMATION:

- a) **Safety Procedures** – The contractor shall comply with all VA and OSHA safety code requirements.
- b) **Hazardous Conditions** – If the inspector encounters equipment that is in a condition that may endanger the life or property, the inspector shall immediately notify the Ordering Official and Authority Having Jurisdiction, of the condition requiring immediate action. Within 24 hours the inspector shall provide a written report to the COR or Site Safety Officer of the hazardous condition and recommended corrective action.
- c) **Contract Duration**- This inspection and maintenance contract is for one year with an annual renewal option not to exceed five consecutive years.

- d) All Fire Alarm Technicians shall be certified by the National Institute for Certification in Engineering Technologies (NICET).
- e) **Number of Employees.** The Contractor shall have available at all times a sufficient number of capable and qualified employees to enable the contractor to properly, adequately, and safely perform all work required under the terms of this contract.
- f) **Addressable Systems.** Technicians modifying the fire alarm control panel of systems shall be factory trained and currently certified for the operating system, including software version, of the particular fire alarm system, and shall provide documentation of this certification per the most current edition of NFPA National Fire Alarm Code.

3) **DEFINITIONS/ACRONYMS:**

- i) **CLINS** – Contract Line Items
- ii) **CO** – Contracting Officer. The Federal employee who is warranted by the Government to enter into contracts on behalf of the Government and is the only person authorized to make changes to those contracts.
- iii) **COR** – Contracting Officer’s Technical Representative. Individual designated by the CO to place orders, furnish technical guidance, advice, certify invoices, and provide general supervision of the work performed under the executed contract.
- iv) **ECS** –Emergency Call-Back Service. Requests for service from the COR to correct any problem or condition that needs attention before the contractor's next scheduled preventive maintenance visit.
- v) **FFP** – Firm-Fixed Price
- vi) **HVAC** – Heating, Ventilation and Air Conditioning
- vii) **VA** – Department of Veterans
- viii) **VAMC** – Department of Veterans Affairs Medical Care System
- ix) **Contractor on-site person Response** The contractor’s on-site person response time is based on the time it takes the on-site person to respond to a call or notification from COR of an equipment issue either by phone, email, or in person. For the purposes of this definition, a “response” includes, at a minimum, acknowledgement of the call and a realistic estimate of when the on-site person can resolve or begin working on the equipment issue in question.
- x) **Service Response Time:** The time the Service Technician takes to respond on site (or by phone if on site response is not required) to the contractor on site person or Government initiated service request.
- xi) **Downtime:** Downtime shall mean the number of hours in any calendar month during which an item of equipment covered by this contract, is inoperative for its intended use(s) during the month and such inoperability is not due to customer (end user) misuse, fire, or using the equipment in a manner other than its intended use.
- xii) **Downtime Calculation:** Downtime is calculated from the point in time when the contractor receives the service request for inoperative equipment covered by this

contract until such time as the equipment is operative per the contractor/manufacture specifications. Downtime includes machine repair time and response time when the equipment is inoperative for its intended use(s). Downtime excludes preventive maintenance, equipment move time, time consumed in service rendered due to user misuse.

4) **Target Response Time:** A standard response time for a particular product or service

5) **DESCRIPTION/SPECIFICATIONS:**

6) **Initial Inspection and Test**

- a) The contractor shall perform a full initial inspection and test of each device on the fire alarm system in accordance with most current edition of NFPA National Fire Alarm Code.
- b) Testing Frequencies from the most current edition of NFPA National Fire Alarm Code shall be used.
- c) Testing Methods from the most current edition of NFPA National Fire Alarm Code shall be used.

7) **Maintenance, Inspection and Testing Records**

- a) After completing the inspection and testing, the Contractor shall furnish an informal written list of deficiencies to the COR or Site Safety Officer prior to leaving the site.
- b) Contractor shall provide a formal written record within fourteen calendar days to the COR and Site Safety Officer that includes the following:
 - i) *Contractor's Inspection and Testing Form* that includes all the information required by the most current edition of NFPA National Fire Alarm Code.
 - ii) The record shall include any problems noted with the system, including inoperable or unsupervised devices or equipment, or devices that cannot be calibrated, tested, serviced in accordance with the manufacturer's recommendations. Findings noted shall include individual costs to correct/repair them. Each cost shall be broken down into both a parts and a labor cost.

8) **Notification**

- a) Contractor shall provide a minimum of two weeks (fourteen calendar days) notice before proceeding with any testing.
- b) The Contractor shall contact the COR or Site Safety Officer to allow proper notification of site personnel.
- c) At the conclusion of the testing, the Contractor shall notify the COR or Site Safety Officer the testing has been concluded.

9) **Damage to Fire Alarm System**

10) Any damage to the fire alarm or associated equipment (e.g. fans, elevators generators, pumps) caused by normal testing shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. All costs associated with this damage shall be borne by the Contractor

11) Requirements

- a) Contractor shall provide an implementation plan that details how all the inspections of equipment will be conducted. This shall be provided with offer.
- b) The contractor shall conduct all research and provide all resources required to ensure a smooth transition from the incumbent contractor, in accordance with the contract requirements.
- c) Pricing must include a Service Satisfaction Guarantee (not warranty related) from the Contractor where the CO or COR can determine if the inspections are not performing effectively in accordance with uptime requirements and needs to be redone.
- d) The contractor shall provide Emergency Callback Services (ECS). ECS is defined as requests for service from the COR to correct any problem or condition that needs attention before the contractor's next scheduled preventive maintenance visit.

12) Scope of Work : Fire Detection and Alarm System

- a) Inspect the system to determine whether it is in service and in satisfactory condition in accordance with the most current edition of NFPA National Fire Alarm Code.
- b) Identify potentially detrimental site conditions that could compromise the performance of mechanical and/or electronic components of the system.
- c) Inquire about any changes or modifications of the fire detection and alarm system.
- d) Inquire about changes in the general occupancy environment, operations and conditions relating to the fire detection and alarm system in accordance with the most current edition of NFPA National Fire Alarm Code.
- e) Inquire about the Customer's general storage and stock arrangements for combustibles in relation to fire alarm and suppression systems.
- f) Physically test all fire alarm system components in accordance with the most current edition of NFPA National Fire Alarm Code and device manufacturer's requirements.
- g) Tag devices with test dates as required and perform all required record keeping.
- h) Compile a complete report of the inspection, explaining any deficiencies and recommending corrective action to be taken in accordance with recognized codes for care and maintenance.
- i) Familiarize the Customer with proper operation of the equipment.

13) Contractor Preventative Maintenance:

- a) Contractor shall as a minimum, provide Preventative Maintenance as may be customary for equipment covered by this contract and the following:
- b) Contractor shall complement the standard equipment break/fix service by providing preventative maintenance services to improve equipment uptime and maintain equipment performance.
- c) Except for item d) below, contractor services will be available to the government Monday through Friday, from 7:00 am to 3:30 pm, federal holidays excluded. This information shall be provided with offer.

- d) The contractor shall provide **Emergency Callback Services (ECS)**:
- i) ECS is defined as requests for service from the COR to correct any problem or condition that needs attention before the contractor's next scheduled preventive maintenance visit. ECS consists of responding to service call and beginning to take corrective action within one (1) hour. Equipment malfunctions shall be corrected the same day that the service call was issued. If circumstances beyond the control of the contractor preclude resolution of the problem that day, the COR must be notified with an explanation of the delay
 - ii) ECS shall be provided twenty-four (24) hours per day, seven (7) days per week.
 - iii) ECS after normal working hours shall be provided within a maximum of two (2) hours from the time of request.
 - iv) Contractor shall have service ticket on each service call signed by the COR or designated representative. Service ticket shall identify the respective piece of equipment, description of the problem, description of corrective measures taken, date, and time the respective piece of equipment was returned to regular service. Service tickets for overtime or extra charge work must be signed and a copy left with the COR or designated representative. Failure to do so will result in non-payment for any extra charges.
 - v) ECS or repairs authorized by the COR or designated representative which occur after normal hours of operation shall be accomplished at the overtime hourly rates specified in the predetermined pricing schedule. Contractor shall provide no more than one person to handle overtime service calls unless approved in advance by the COR or designated representative. If regular time work must be carried over and contractor wishes to continue to work beyond the Medical Center normal hours of operation, authorization for overtime work must be obtained from the COR or designated representative before proceeding.
 - vi) The Medical Center shall not be responsible for incidental charges, including, but not limited to, parking, tolls, mileage, phone, etc., on straight time or for overtime work.
 - vii) **CONTRACTOR SHALL NOTIFY THE COR OR DESIGNATED REPRESENTATIVE BY TELEPHONE OR IN PERSON IMMEDIATELY AFTER COMPLETION OF EACH REGULAR TIME SERVICE CALL AND CHECK IN AND OUT WITH THE COR OR DESIGNATED REPRESENTATIVE FOR CALLBACK SERVICE OUTSIDE OF THE REGULAR WORKING HOURS. THE STATUS OF REPAIR SHALL BE REPORTED BEFORE DEPARTURE FROM THE MEDICAL CENTER.**
 - viii) If the contractor fails to document trouble calls and maintenance as specified, all or a portion of the monthly payment and premium pay may and will be withheld until it is corrected.
- e) Except for ECS, the contractor shall perform all work during regular working hours of regular workdays unless specifically instructed otherwise by the COR.

- f) Under no circumstances will any shutdown or breakdown last longer than two (2) working days, (forty-eight (48) working hours) from initial notification to the contractor, without prior approval of the COR.

14) Repairs and Unscheduled Work:

- a) When required by the Government, the inspector shall perform a maintenance quality control audit. Detail requirements shall be listed in the request for service from the Ordering Official and Authority Having Jurisdiction.
- b) Repairs and Unscheduled Work. The Contractor shall perform Repairs and Unscheduled Work for fire alarm systems as covered in the most current edition of NFPA National Fire Alarm Code.

15) Reports:

- a) After completing the inspection and testing, the Contractor shall furnish an informal written list of deficiencies to the COR or Site Safety Officer prior to leaving the site.
- b) The contractor shall provide, at a minimum, the following reports to the COR. All reports are due no later than two weeks (fourteen calendar days) after the inspection, maintenance or repair is completed. If the 14th day falls on a weekend or federally observed holiday, the reports shall be no later than the next normal business day. Reports shall be provided electronically, via email to the Electric Shop Supervisor and Fire Safety Official.
- c) Alarm inspection reports shall be submitted to the requesting agency on the “suggested form”, as found in the most current edition of NFPA National Fire Alarm Code, or other approved agency specific forms provided by the Ordering Official and Authority Having Jurisdiction
- d) INSPECTION Reports. Report shall identify, at a minimum, the following information:
 - i) Reports shall cover all devices as required by the most current edition of NFPA National Fire Alarm Code and the site fire alarm device inventory.
 - ii) Reports shall include the system address, physical location, device description, operational status and condition of the device.
 - iii) Reports shall include all deficiencies found, suggested corrective action and estimated cost to correct the deficiencies.
- e) Maintenance Log. Report summarizing preventative and non-preventative maintenance performed on equipment covered by this contract.
- f) Billing Report. Report will include monthly billing for services provided under this contract. The report shall be broken down by facility and the monthly charge for each level of inspection. The monthly billing report will be forwarded to the COR electronically in MS-Excel 2007 format 5 or more business days prior to issuing the invoice for same month.

- 16) QUALITY CONTROL:** The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this Performance Work Statement.

17) INSPECTION OF SERVICE

- a) "Services" as used in this section includes services performed, workmanship and material furnished or utilized in the performance of services.
- b) The contractor shall provide and maintain an inspection system acceptable to the COR covering all services under this contract. Complete records of all inspection work performed by the contractor shall be maintained and made available to the COR during contract performance and for as long afterward as the contract requires.
- c) The COR has the right to inspect all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The COR shall perform inspections in a manner that will not unduly delay the work.
- d) If any of the services do not conform to contract requirements, the COR may require the contractor to perform the services again in conformity with contract requirements at no increase in contract amount. When defects in service cannot be corrected by re-performance, the COR may:
 - i) Report deficiencies to the procurement office for further action
 - ii) Reject any invoices that contain work not found acceptable IAW the requirements as described in the award document.
- e) If the contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the Contracting Officer may:
 - i) Have the service performed by a separate vendor and charge the additional costs to this contract
 - ii) Terminate the contract for default

18) SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the Contracting Officer. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the Contracting Officer with the names, qualifications and experience of their proposed subcontractor(s). The contractor shall, however, remain fully liable and responsible for the work to be done by his subcontractor(s) and shall assure compliance with all requirements of the contract.

19) USE OF PREMISES AND REMOVAL OF DEBRIS: The contractor expressly undertakes, either directly or through its subcontractor(s):

- a) To perform this contract in such a manner as not to interrupt or interfere with the operation of any existing activity on the premises or at the location of the work.
- b) To clean up frequently, all refuse, rubbish, scrap materials and debris caused by its operation, to the extent that at all times the site of the work shall present a neat, orderly and workmanlike appearance.

20) RECOGNIZED HOLIDAYS:

- a) The contractor is not required to perform services on the following holidays:
 - i) New Year's Day
 - ii) Labor Day

- iii) Martin Luther King Jr.'s Birthday
- iv) Columbus Day
- v) President's Day
- vi) Veteran's Day
- vii) Memorial Day
- viii) Thanksgiving Day
- ix) Independence Day
- x) Christmas Day

21) HOURS OF OPERATION :

- a) The contractor shall coordinate with the Electrical Shop Supervisor and Fire Safety Specialist to decide when testing, maintenance or repair can be performed. Testing, maintenance and repair can be performed during normal business hours when it does not interfere with building operations. When testing, maintenance or repair will interfere with building operations; it shall be performed after normal business hours. Normal business hours are between the hours of 7:30AM to 4:00 PM, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closing.
- b) Contractor may for his/her convenience request authorization in advance from the COR to work outside of regular working hours of regular work days at no additional cost to the medical center. Authorization shall be at the discretion of the COR

22) PLACE OF PERFORMANCE: The work to be performed under this contract will be performed at (Full addresses will be provided on Award document):

- a) **VAMC – Cheyenne VA Medical Center 2360 E Pershing Blvd. Cheyenne WY.**

23) TYPE OF CONTRACT: The government anticipates award of a Firm-Fixed Price (FFP) Contract

24) SECURITY REQUIREMENTS: Contractor staffs are required to conform to VHA's security and privacy requirements as described below.

- a) The Contractor will be responsible for ensuring compliance by its employees with the security regulations of VA, VHA and other Government installations or Contractor facilities where work is performed under this Contract. This includes the safekeeping and display of a Government-provided photo ID badge for employees of the Contractor and any subcontractors while these employees are in federally owned or leased property as described in Section 17, Place of Performance. The Contractor will ensure the security of all VA and VHA property, building ID badges, key cards and standard keys issued to Contractor staff. For employees leaving the project permanently or for an extended period of time, the Contractor will return all badges, property, key cards, parking placards, and keys, etc the same day the employees leave the project.
- b) **Background Investigations:** Background Investigations will not be required for the performance of this contract

25) EMPLOYEES

- a) **Employee Conduct.** Contractor employees shall present a professional appearance at all times and their conduct shall not reflect discredit upon the United States and or the VA/VHA.
- b) **Removing Employees for Misconduct or Security Reasons.** The Government may, at its sole discretion, direct the contractor to remove any contractor employee from U.S. VA/VHA facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under any Contract awarded. The Contracting Officer will provide the contractor with a written explanation to support any request to remove an employee.
- c) **Conflict of Interest.** The contractor shall not employ any person who is an employee of the United States Government if that employment would appear to cause a conflict of interest.
- d) **Uniforms.** The contractor shall require all employees, including supervisors, to wear distinctive uniforms or clothing for easy identification, and assure that every employee is in uniform or clothing no later than the time specified by the COR, or otherwise no later than ten (10) working days from the date an employee first enters on duty. The uniform or clothing shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner, such as a badge or monogram.
- e) **Smoking: EMPLOYEES ARE STRICTLY PROHIBITED FROM SMOKING ANYWHERE IN MEDICAL CENTER BUILDINGS.**
- f) **Supervision of Employees:**
 - i) The contractor shall be responsible for all means, methods, techniques, sequences and procedures, and for coordinating all portions of the work under the contract except where otherwise specified in the contract documents.
 - ii) The contractor shall, at all times, enforce strict discipline and good order among the workers on the project, and shall not employ on the work any unfit person or anyone not skilled in the work assigned to him/her.

26) Protection of Person and Property:

- a) The contractor expressly undertakes', both directly and through its subcontractor(s), to take every precaution at all times for the protection of persons and property, including Medical Center employees and property and its own.
- b) The contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work.
- c) The contractor shall continuously maintain adequate protection of all work from damage and shall protect the Medical Center property from injury or loss arising in connection with this contract. The contractor shall make good any such damage, injury or loss, except as may be by agents or employees of the Medical Center.
- d) In an emergency affecting the safety or life of individuals, or of the work, or of adjoining property, the contractor, without special instruction or authorization from the Medical Center, is hereby permitted to act, at the contractor's discretion, to prevent such threatened loss or injury. Also, should the contractor, in order to prevent threatened loss or injury, be instructed or authorized to act by the Medical Center, he shall so act, without appeal. Any additional compensation or extension of time claimed by the contractor on account of any emergency work shall be determined by mutual agreement.

- e) The contractor shall not be liable for any loss, damage or delay caused by acts of fire, explosion, floods, riot, civil commotion, war, act of God, or by any cause beyond his/her reasonable control, nor shall he/she be liable for consequential damages from such causes.
- f) **Other.** Employees shall not disturb desks or any administrative spaces. Employee will not use VA/VHA telephones, copiers, or any other office equipment intended for official Medical Center use. Employees will not disturb drawers, cabinets, or other storage areas.

27) **PRIVACY ACT:**

- a) **Disclosed Information:** Though there is no anticipation of information protected by the provisions of the Privacy Act of 1974 to be disclosed during the performance of this task, all personnel assigned to this Contract are required to take proper precautions to protect privacy information from disclosure in the case that such disclosures are made.
- b) **Commitment to Protect Sensitive Information:** The Contractor shall not release, publish, or disclose sensitive information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information: 18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)

28) **NON-KEY PERSONNEL:**

- a) All personnel are considered Non-Key personnel by the government unless otherwise noted and identified. The vendor/contractor is responsible for the personnel working under the capacity of this contract meet the criteria below:
 - i) **TECHNICAL PERSONNEL:** Technical Personnel must have applicable experience. In addition, technical personnel must be able to read, write and speak English for communication sake.
- b) **APPLICABLE PUBLICATIONS, REFERENCES, LAWS, REGULATIONS AND POLICIES**
 - i) The Privacy Act of 1974, PL 93-579, as amended.

Appendix A Workload Estimate

Ambulatory Care Addition

14	Fire/Smoke dampers
18	Smoke dampers
15	Duct smoke detectors
81	Strobes
35	Annunciator strobes
5	Pull stations
1	Tamper switch
1	Flow switch
1	PIV

Building 1

29	Smoke detectors
3	Heat detectors
47	Pull stations
15	Duct detectors
25	Tamper switch
25	Flow switch
1	PIV
1	Low air

Building C

0	Smoke detectors
0	Heat detectors
15	Pull stations
2	Duct detectors
5	Tamper switch

5	Flow switch
0	PIV

Building 45

8	Smoke detectors
0	Heat detectors
7	Pull stations
1	Duct detectors
1	Tamper switch
1	Flow switch
0	PIV

Building CA

0	Smoke detectors
0	Heat detectors
17	Pull stations
10	Duct detectors
9	Tamper switch